

Windows laptops & PCs | Easy | 2 min read

My computer will not turn on

Do not worry yet. Most computers that seem dead have a simple cause, such as a loose cable, a flat battery or a screen that has simply gone dark. Try these steps in order.

Check the power

- Push the charger in firmly at both ends, and try a different wall socket.
- Plug it into the wall directly, not through an extension lead, in case that is faulty.
- Look for a small light on the charger or the computer. If a light comes on, the power is reaching it.
- Check that the cable has no kinks, splits or hot spots.

Step by step

1. Leave a laptop plugged in for at least 30 minutes. A completely flat battery can take a while before it will start.
2. Unplug everything else: USB sticks, printers, external drives and cables.
3. Unplug the charger. If your laptop has a removable battery, take it out. Otherwise skip this.
4. Hold the power button down for 15 seconds, then let go. This clears any leftover power.
5. Plug the charger back in and press the power button once, firmly.

Is it on but the screen is dark?

Listen for the fan and look for lights. Turn the brightness up. On a desktop, check the monitor is switched on and its cable is pushed in at both ends. If you have a second screen or TV and a cable, trying it can show whether the screen is the problem.

If it starts but shows an error

Note down exactly what the message says, or take a photo with your phone. It helps us work out what has gone wrong.

When to get more help

Please do not open the case yourself. Stop and ask for help if the charger gets hot or smells of burning, the battery looks swollen, there are beeps or flashing lights when you press the power button, or it still will not start after these steps. Your files are usually safe even when the computer will not start, so there is no need to panic. Tell us what you tried and what lights or sounds you saw.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.